

Freedom of Information – Response – 26748

I am writing to request information under the Freedom of Information Act 2000 relating to your Command & Control (CAD), Integrated Communications & Control System (ICCS), and Rostering / Workforce Management systems for the Fire and Rescue Service.

SECTION A – Contract & Commercial Information (Priority 1)

For each of the following systems, please provide the information requested below separately for CAD, ICCS, and Rostering where applicable.

A1. Supplier & Contract Details

- *Name of current supplier(s)*
- *Contract reference number (if held)*
- *Contract start date*
- *Initial contract end date*
- *Extension options available (duration and number)*
- *Whether any extensions have been exercised and revised end date*
- *Total contract value (including any exercised extensions)*
- *Annual contract value*

Motorola Solutions UK Limited (CAD & ICCS).

TotalMobile / Gartan Technologies (Rostering).

The remainder of the questions are covered under s.21 of the Freedom of Information Act 2000 as information already accessible in the public domain via www.suffolksourcing.uk.

- *Pricing model used (e.g. per-seat, per-control room position, per-appliance, enterprise licence)*

This information is being withheld under s.43 of the Freedom of Information Act 2000. Further details of this exemption can be found at the bottom of this response.

A2. Scope of Services Included

Please confirm whether the contract includes the following elements:

Software & Support

- *Core software licence*
- *1st / 2nd / 3rd line support (and support hours)*
- *Hosting or infrastructure provision*
- *Software upgrades and release management*
- *Contractual uptime or availability targets*

Yes.

Hosting Model

- *SaaS / cloud hosted*
- *Private cloud*
- *On-premise*
- *Hybrid*

This information is being withheld under s.31 of the Freedom of Information Act 2000. Further details of this exemption can be found at the bottom of this response.

Interfaces & Integrations

- *Interfaces between CAD and ICCS*
- *Interfaces with mobilising, mapping, AVL, or other operational systems*
- *Any third-party integration tools or middleware*

Yes. However, details of these are being withheld under s.31 of the Freedom of Information Act 2000. Details of this exemption can be found at the bottom of this response.

SECTION B – Contract Performance & Service Management (Priority 2)

Where held, please provide:

- *Contractual service level indicators (SLAs / KPIs)*
- *Any documented performance reporting or review outputs from the last 24 months*
- *Whether any service credits, penalties, or formal escalations have been applied*

This information is being withheld under s.43 of the Freedom of Information Act 2000. Further details of this exemption can be found at the bottom of this response.

SECTION C – Procurement & Contractual Documentation (Priority 3)

For the procurement leading to the current contract(s):

- *Procurement route used (Open, Framework, Direct Award, Further Competition)*
- *If via framework: framework name, lot number and call-off reference*
- *Copies of:*

o Signed contract (including schedules)

o Any material contract variations or extensions

o Any change control notices relating to scope or cost (where held)

Redactions are acceptable where commercially sensitive.

Direct award via a HTE Framework to Insight with Motorola sub-contracted to run the actual service. Further details are covered under s.21 of the Freedom of Information Act 2000 as information already accessible in the public domain via www.suffolksourcing.uk.

SECTION D – Renewal, Strategy & Market Engagement (Priority 4)

Where information is held, please confirm:

- *Whether there is an intention to re-procure, extend, or replace:*

o CAD

o ICCS

o Rostering

- *Indicative timescales for any planned market engagement*

- *Whether any soft-market testing, PIN notices, or supplier briefings have been conducted or are planned*

Currently at the beginning of the contract and no plans to re-procure, extend, or replace.

SECTION E – Organisational Context (Priority 5)

For context only:

- *Number of control rooms operated*

Two

- *Approximate number of ICCS operator positions*

This information is being withheld under s.31 of the Freedom of Information Act 2000. Further details of this exemption can be found at the bottom of this response.

- *Approximate number of operational staff covered by the rostering system*
600

Section 31

s.31 enables a public authority to withhold information where disclosure would or would be likely to prejudice the prevention or detection of crime.

In your request you have asked for details on our hosting model, interfaces and integration and the number of ICCS operator positions. All FOI responses become public documents available for anyone, anywhere to access, if Suffolk County Council (SCC) discloses these details it would create a real and significant risk of enabling individuals with malicious intent to exploit vulnerabilities in our systems increasing the likelihood of attack and other cyber-crimes.

S.31 is a qualified exemption so we must consider the Public Interest Test. SCC acknowledges that there is an inherent public interest in promoting the transparency of our activities however, in this instance, with cyber-attacks and cyber-crimes becoming more advanced and more common, protecting the personal and sensitive data held on our systems, as well as the systems themselves is vital. It is also worth noting that releasing any information that could assist attackers in targeting SCC would further increase the costs to the public purse of responding to cyber-attacks as well as risk to life should services be rendered unusable due to an attack.

Taking this into consideration SCC has concluded that the public interest in maintaining security and preventing crimes outweighs the interest in disclosure.

Section 43

Section 43 applies to information where disclosure would or would be likely to prejudice the commercial interest of any legal person.

In your request you have asked for; pricing models, contractual service level indicators, documented performance reporting/review outputs and whether any service credits, penalties or formal escalations have been applied.

Disclosure of this information would be likely to:

- Undermine the supplier's competitive position in future procurement processes by exposing pricing strategies and performance tolerances.
- Prejudice the authority's negotiating position by revealing commercially sensitive benchmarking information.
- Provide commercially valuable insights into the provider's internal performance management and contracting strategies.

Due to the above Suffolk County Council believes that the ICO's threshold of a 'real and significant risk of prejudice' under the prejudice test.

s.43 is a qualified exemption meaning we must consider the public interest test. We have taken the following into account when carrying out this test:

Factors in favour of disclosure:

- Accountability for contract performance, and
- Ensuring effective oversight of contracted services.

Factors in favour of withholding:

- The clear likelihood of prejudice to both the supplier's and the authority's commercial interests.
- The potential negative impact on future procurement processes.
- The need to preserve fair competition and the integrity of commercial negotiations.
- There is a public interest in maintaining trust and preserving a free flow of information to a public authority where this is necessary for the public authority to perform its statutory functions.

Accordingly, we have determined that it is not in the interest of the Council to release the information. Therefore, this information is withheld under s.43 of the Act.